

### Apply

To enroll in the Life-Support Equipment Program, call 206-684-3020 or visit City Light's Web site: [www.ci.seattle.gov/light/neighborhoods/nh4\\_outs.htm](http://www.ci.seattle.gov/light/neighborhoods/nh4_outs.htm)

**The enrollment form requires your doctor's certification.**

Mail it to:  
Seattle City Light, Attn: Credit Manager  
P.O. Box 34023  
Seattle, WA 98124-4023

Or fax to: 206-233-3748, Attn: Credit Manager

Once you're signed up, City Light will mail you a renewal certificate form every year, which must be completed and returned by your doctor.

**If your phone number or emergency contact information changes anytime during the year, it's essential that you call and tell the utility about those changes: 206-684-3020.**

### Contacting Us During an Outage

- Report an outage during business hours: 206-684-3000; after business hours: 206-706-0051.
- For updates during outages: call the Outage Hotline at 206-684-7400 (recorded information).
- Details on larger outages are posted at the top of City Light's Web site: [www.seattle.gov/light/](http://www.seattle.gov/light/).  
You can also follow us on Twitter: <http://twitter.com/SEACityLight> and City Light's Power Lines blog: <http://powerlines.seattle.gov/>

For credit-related issues, such as unpaid bills, call 206-684-3020.



Web Site: [www.seattle.gov/light/](http://www.seattle.gov/light/)  
Call Center: 206-684-3000



# Life-Support Equipment Program



**S**eattle City Light works hard to ensure that all of its customers have reliable power. Nowhere is that commitment



more important than in households that have life support equipment requiring electricity to operate. For these customers, City Light offers its Life-Support Equipment Program. Its purpose is to identify people in the utility's service area who are dependent

on electrically operated life-support equipment. Your doctor's certification of your life-support equipment is required.

The program services provide:

- notification about when planned outages will occur;
- information on how to prepare for an unplanned outage and how to stay informed during an unplanned outage;
- ways to keep electric service on if you fall behind on bill payments.

### Be Visible

When you're part of the program, City Light will place a life-support equipment code on your City Light account, and it will remain there as long as your doctor's certification is current. This allows City Light to know you're there and that you have special needs. The utility also places a tag on your meter to help prevent an accidental disconnection of power.

As a life-support equipment customer, you'll be given a special number to contact us for information during an outage. The utility will also know if you're in an area where an unplanned outage has occurred and can contact you, if necessary.

### Be Aware

When possible, City Light provides advance notification to life-support equipment customers, such as warning of severe weather or other emergencies that could cause power outages. Customers are also advised to watch and listen for news announcements.

### Be Prepared

Although City Light can't guarantee that you will not be affected by an unplanned outage, the utility works with customers to help them stay prepared and informed.

Learn how to get ready for an outage and what to do when the power goes out at City Light's Web site: [www.seattle.gov/light/neighborhoods/nh4\\_twbs.asp](http://www.seattle.gov/light/neighborhoods/nh4_twbs.asp)

In addition to collecting basic emergency supplies, you should have everything you need to cope with the unexpected:

- Users of life support equipment should have their own backup plan that includes an alternative source of electric power, such as a battery backup system. If a generator is your alternative

source of power, be sure that it's been properly adjusted according to manufacturer's instructions and local building codes, and that it's in a well-ventilated area.

- Have a variety of telephone options available including a landline phone that plugs directly into the wall-phone jack.
- It's suggested that you have a crank radio and crank flashlight.
- Consider joining Seattle Neighborhoods Actively Prepared (SNAP), coordinated by the City of Seattle Office of Emergency Management. SNAP brings together neighbors, families, and friends to prepare, as a community, for an emergency. SNAP members are there to help each other



when problems occur. You'll be given a HELP window sign to notify your neighborhood team when to check on you (although that does not mean police or fire will respond). Contact SNAP at 206-233-7123 or

online: <http://seattle.gov/emergency/programs/snap>

- Plan ahead for long-term power outages. Know in advance what neighbor, friend, or family member you can call for assistance. Arrange for transportation to a known facility that will have emergency power. Remember, in a major emergency, City shelters may not be available for three days or more.